Task Order 139 –
Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report
Deliverable 139.1.1b

Period Ending: 7/31/03

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Introduction

This is the July monthly report for Task Order 139 – Data Mart Operations. The purpose of this task order is to provide the capability to sustain the Financial Partners (FP) Data Mart and Credit Management (CM) Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Tues – July 1	100%	
Wed – July 2	100%	
Thurs – July 3	100%	
Fri – July 4	100%	
Sat – July 5	100%	
Sun - July 6	100%	
Mon – July 7	100%	
Tues – July 8	100%	
Wed – July 9	100%	
Thurs – July 10	100%	
Fri – July 11	100%	
Sat – July 12	100%	
Sun - July 13	100%	
Mon – July14	100%	
Tues – July 15	100%	
Wed– July 16	100%	
Thurs – July 17	100%	
Fir – July 18	100%	
Sat – July 19	100%	
Sun - July 20	100%	
Mon – July 21	100%	
Tues – July 22	100%	
Wed – July 23	100%	
Thurs – July 24	100%	
Fri – July 25	100%	
Sat – July 26	100%	
Sun - July 27	100%	
Mon – July 28	100%	
Tues – July 29	100%	
Wed – July 30	100%	

Task Order 139 – Data Mart Operations

Date	Availability (%)	Notes
Thurs – July 31	100%	

Financial Partners (FP) Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for June with monthly data feeds from NSLDS, and PEPS.
- Completed bi-weekly loading for FMS data.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Upgraded Development/Test environment to MicroStrategy version 7.2.3.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP SIR requests.
- Complete July FP monthly data load and bi-weekly FMS loading.
- Upgrade Production environment to MicroStrategy version 7.2.3.

Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	1	15	0	**16**
New	0	4	0	**4**
Closed	0	8	0	**8**
End of Month Balance	**1**	**11**	**0**	**12**

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	**0**
New	0	0	0	**0**
Closed	0	0	0	**0**
End of Month Balance	**0**	**0**	**0**	**0**

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	0	4	0	**4**
New	5	3	0	**8**
Closed	5	1	0	**6**
End of Month Balance	**0**	**6**	**0**	**6**

Note: SIRs in POSTPONED status are not reflected in these numbers

Help Desk Request Summary (FP)

Total Requests: 29

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/2002	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/2002	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/2002	
414	Closed	Change Request	Final Adjustments to Forms 2000 for FY01	2. Medium	4/1/2003	7/9/2003
438	Assigned	Help Desk Request	Lender Scorecard - State / LID Trigger	2. Medium	4/25/2003	
439	Closed	Change Request	GA Monthly Summary Report	2. Medium	4/29/2003	7/31/2003
441	Closed	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/29/2003	7/11/2003
442	Assigned	Change Request	Missing data and prompts need updating	2. Medium	4/29/2003	
443	Closed	Change Request	Change GA Prompts	2. Medium	4/29/2003	7/8/2003
444	Closed	Change Request	GA Monthly Trigger Rate Report	2. Medium	4/29/2003	7/8/2003
445	Assigned	Change Request	Active Lender ED 799	2. Medium	4/29/2003	
446	Assigned	Change Request	Lender Scorecard Analysis Report	2. Medium	4/29/2003	
447	Closed	Change Request	Active Lenders	2. Medium	4/29/2003	7/11/2003
448	Assigned	Change Request	Servicer Lender Portfolio Report	2. Medium	4/29/2003	
449	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/30/2003	
450	Assigned	Change Request	Lender Scorecard - Origination Fee Variance	1. High	4/30/2003	
458	Assigned	Help Desk Request	Capitalized Interest Report - SI #12	2. Medium	5/27/2003	
462	Closed	Change Request	Remove Future Dates in Record Extract Date	2. Medium	6/3/2003	7/11/2003
472	Assigned	Help Desk Request	SERVICER - LENDER REPORT: LID Display	2. Medium	6/25/2003	
473	Assigned	Help Desk Request	Form 2000 - Integration Testing with FPDM	1. High	6/25/2003	
475	Closed	Help Desk Request	Reset Michael Sutphin's ID	1. High	7/3/2003	7/3/2003
483	Assigned	Help Desk Request	Lender 799 Reports Produce Different Results	2. Medium	7/9/2003	
484	Assigned	Help Desk Request	GA Monthly Trigger Rate Report Metrics	2. Medium	7/9/2003	
485	Closed	Help Desk Request	Create FP ID For Andy Cho	1. High	7/10/2003	7/10/2003
486	Closed	Help Desk Request	reset Gregory Schweitzer's IDs	1. High	7/14/2003	7/14/2003
488	Closed	Change Request	Form 2000 - Add Attributes	2. Medium	7/18/2003	7/21/2003
489	Closed	Help Desk Request	Reset Tony Magro's ID	1. High	7/22/2003	7/22/2003
490	Closed	Help Desk Request	Copy a folder from Dev to Test	2. Medium	7/28/2003	7/29/2003
491	Closed	Help Desk Request	Reset Judith Chalrton's ID	1. High	7/31/2003	7/31/2003

Financial Partners Data Mart Requests

Type of Request: Change Request

ID: MPOps00000253 **Title:** 1.2.6 GA Fee Payments

State: Assigned **Priority:** 2. Medium

Open: 7/30/2002 7:29:17PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721

Description:
Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal
year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF
payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

Activity Log:
===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3
payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

Type of Request: Change Request

ID: MPOps00000254 **Title:** 1.2.6.1 GA Requested and Paid Fees

State: Assigned **Priority:** 2. Medium

Open: 7/30/2002 7:30:32PM **Target Date**:

Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721

Description:
All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark
to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).
===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoicedates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark. Type of Request: Change Request

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben McPherson's comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).

Type of Request: Change Request

ID: MPOps00000255 **Title:** 1.2.7 GA Fee Payments History Report

State: Assigned **Priority:** 2. Medium

Open: 7/30/2002 7:32:26PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721

Description:
All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice. The Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Manchem from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We?re continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark
to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

Type of Request: Change Request

ID: MPOps00000414 **Title:** Final Adjustments to Forms 2000 for FY01

State: Closed **Priority:** 2. Medium

Open: 4/1/2003 4:36:37PM **Target Date:** 4/18/2003 4:00:00AM

Requestor: Nettie Harding, 202-377-3307

Assigned to: Al Bradley, 202-962-0661

Description:
Changes to FY01 Form2000 records provided by Nettie. These changes can not be done in FMS so Al will execute a script to make the desired changes to the records.

Activity Log:
(nettie harding) Verified that the changes were correct in test and ready to migrate to production

Type of Request: Help Desk Request

ID: MPOps00000438 **Title:** Lender Scorecard - State / LID Trigger

State: Assigned **Priority:** 2. Medium

Open: 4/25/2003 3:10:19PM **Target Date**:

Requestor: Ben Chiu, 415-556-4136

Assigned to: Keisha Contee, 202-962-0655

Description:
When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria. However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only provided one state and LID pair that exhibits this.

Activity Log:

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came form old excel and IDEA reports that we had developed in the past. There is no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.

Type of Request: Change Request

ID: MPOps00000439 **Title**: GA Monthly Summary Report

State: Closed **Priority:** 2. Medium

Open: 4/29/2003 7:19:16PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Should have prompts for Fiscal Year, Fiscal Month and GA Name (see requirements metrix for 1.2.1). Also, the page by fiscal month does not relate to the fiscal year period.

Activity Log:

===== State: Assigned by:kcontee at 7/11/2003 11:54:38 AM =====

MK: Dates filtered to where Gen Load Ind = Y. Pending Dev / Test signoff from Nettie Harding.

Nettie Harding: Monthly Summary Report. The prompts for FY dates back to 1960 and go up to 2009. The same for the fiscal month. The guarantor prompt is not restricted either. Can't we just use the same prompts and page by features as what is in the Monthly Report under the Forms 2000 folder? After all, this report replicates the Monthly Report just on a summary level. This one is definitely not ready.

NH: All the prompts have been included and the page by fiscal month does relate to the fiscal year. However, is there anyway that once the user selects the fiscal year(s) the results for fiscal month reflect that of the selected year? It seems arduous to have to scroll through a list of months starting with 1995 to get to 2003 (over 80 in the list).

KC: The changes have been made. Please verify in Test.

===== State: Assigned by:mko at 6/9/2003 8:28:24 AM =====

MK: Dates filtered to where Gen Load Ind = Y. Pending Dev / Test signoff from Nettie Harding.

Nettie Harding: Monthly Summary Report. The prompts for FY dates back to 1960 and go up to 2009. The same for the fiscal month. The guarantor prompt is not restricted either. Can't we just use the same prompts and page by features as what is in the Monthly Report under the Forms 2000 folder? After all, this report replicates the Monthly Report just on a summary level. This one is definitely not ready.

Type of Request: Change Request

ID: MPOps00000441 **Title:** FMS-NSLDS Cross-Check

State: Closed **Priority:** 2. Medium

Open: 4/29/2003 7:23:06PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Prompt includes GA IDs used in the test environment "500s". The prompt should be modified to include only those guarantors with data.

Activity Log:

===== State: Assigned by:kcontee at 7/11/2003 11:28:57 AM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them

permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and
may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Keisha Contee: The following GA IDs have been deleted from Dev, Test, and Production: 984, 985, 989, and 600's.
The 500's are in Test and not in Production.

Please let me know if you have any further questions or comments, if not, I will close the SIRs.

SQL statement used to delete SIRs:
delete from D_GA where
GA_ID in ('984', '985', '989') OR
GA_ID like '6%' OR
GA_ID like '5%'

A file of the deleted rows will be kept on eProject.

NH: I have verified in production that the test IDs (500s) have been excluded from the prompt in the FMS-NSLDS Cross Check
report. This SIR can be closed.

===== State: Assigned by:kcontee at 7/1/2003 12:10:01 PM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them
permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and
may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Keisha Contee: The following GA IDs have been deleted from Dev, Test, and Production: 984, 985, 989, and 600's. The 500's are in Test and not in Production.

Please let me know if you have any further questions or comments, if not, I will close the SIRs.

SQL statement used to delete SIRs:
delete from D_GA where
GA_ID in ('984', '985', '989') OR
GA_ID like '6%' OR
GA_ID like '5%'

A file of the deleted rows will be kept on eProject.

===== State: Assigned by:mko at 6/9/2003 8:31:38 AM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Type of Request: Change Request

ID: MPOps00000442 **Title:** Missing data and prompts need updating

State: Assigned **Priority:** 2. Medium

Open: 4/29/2003 7:25:25PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:

The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans

Default Dollars Paid to Lenders
Loan Volume Committment

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:47:43 AM =====

NH: Awaiting on information from Nettie Harding on which direction to take in terms of the formatting of prompt values:
1.0 The report prompts are based on a Quarter (Ending Date). Pre-defined list of prompts displays 'QTR_ENDING_CALENDAR_MONTH' in the example format of 1972 September

20. The currently displayed prompts are in the format of FISCAL_QTR_LONG_DESC, e.g. '1972 FQ4'

3.0 Please advise on the desired format. Please refer to the Collection on Defaulted Loans in Test as an example.

Type of Request: Change Request

ID: MPOps00000443 **Title:** Change GA Prompts

State: Closed **Priority:** 2. Medium

Open: 4/29/2003 7:35:28PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
The prompt on the following reports need to be modified to only list those agencies that have data in the reports. This will exclude all of those "600" codes and many others. The reports that are affected are:

GA 1189 Entire Report
Part A - Reinsurance Request
Part B - Additional Reinsurance Requests
Part C - Change in Status Supplemental Reinsurance Requests
Part D - Full Refund of Reinsurance Claims
Part E - Refunds for Overpayments and Overbilling
Part F/J - Default/Bankruptcy/Wage Garnishment Collections
Part G - Activity on Accounts: Federal Tax Refund Offset
Part H - Rehabilitated Loans
Part I - Non-Payment Activity
SOA Billing Statement
SOA DDT
SOA FIscal Year to Date Activity Summary
SOA Summary of Final Transactions
Annual Report: Financial Fund Stmt
Part A: Guaranty Activity
Part C: Federal Receivable Age Category
Part C: Federal Receivable Information

Sources/Uses of Funds, Pending & Contingent Transactions
GA Closed School and False Certification Claim
GA Delinquency Aging

Activity Log:

===== State: Assigned by:kcontee at 7/8/2003 3:45:34 PM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Keisha Contee: The following GA IDs have been deleted from Dev, Test, and Production: 984, 985, 989, and 600's. The 500's are in Test and not in Production.

Please let me know if you have any further questions or comments, if not, I will close the SIRs.

SQL statement used to delete SIRs:
delete from D_GA where
GA_ID in ('984', '985', '989') OR
GA_ID like '6%' OR
GA_ID like '5%'

A file of the deleted rows will be kept on eProject.

This SIR will be closed as a duplicate. Please refer to SIR 441.

===== State: Assigned by:kcontee at 7/1/2003 12:10:39 PM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Keisha Contee: The following GA IDs have been deleted from Dev, Test, and Production: 984, 985, 989, and 600's. The 500's are in Test and not in Production.

Please let me know if you have any further questions or comments, if not, I will close the SIRs.

SQL statement used to delete SIRs:
delete from D_GA where
GA_ID in ('984', '985', '989') OR
GA_ID like '6%' OR
GA_ID like '5%'

A file of the deleted rows will be kept on eProject.

===== State: Assigned by:mko at 6/9/2003 8:32:20 AM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Type of Request: Change Request

ID: MPOps00000444 **Title:** GA Monthly Trigger Rate Report

State: Closed **Priority:** 2. Medium

Open: 4/29/2003 7:47:47PM **Target Date**:

Requestor: Nettie Harding, 202-377-3307 **Assigned to**: Keisha Contee, 202-962-0655

Description:

There are no trigger rates subsequent to 9/2002

Activity Log:

===== State: Assigned by:kcontee at 7/9/2003 3:22:15 PM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

NH: In response to SIR 444 below, attached is the FY 2003 monthly trigger rates that were developed based on the Form 2000 data in FMS. You should not be using this soft copy to populate the GA Monthly Trigger Rate Report rather to verify that the report is loading the information properly. I believe all that is needed is the prompts need to be updated with the more current months.

KC: I ran this report in Production and the prompts were already updated to Sept 30, 2003. Please verify that this is correct and I will proceed to close this SIR. Also, I have renamed the report per your request to "GA Monthly Trigger Rate Report" from "GA Trigger Rate Report". Please let me know if you have any questions.

===== State: Assigned by:mko at 6/9/2003 8:33:37 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

Type of Request: Change Request

ID: MPOps00000445 **Title:** Active Lender ED 799

State: Assigned **Priority:** 2. Medium

Open: 4/29/2003 7:49:53PM **Target Date**:

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Should have a fiscal quarter prompt and first column of report should reflect the date selected in the fiscal quarter prompt and subsequent columns should have the 7 quarters that preceed the selected quarter.

Report only has 6 quarters listed. Should be 8 quarters.

Activity Log:

===== State: Assigned by:mko at 6/25/2003 10:00:19 AM =====

This report has been modified and migrated to test. Nettie will verify functionality.

===== State: Assigned by:mko at 6/24/2003 5:00:47 PM =====

This report has been modified and migrated to test. Netti, please verify functionality.

Type of Request: Change Request

ID: MPOps00000446 **Title:** Lender Scorecard Analysis Report

State: Assigned **Priority:** 2. Medium

Open: 4/29/2003 7:55:11PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Should include a total portfolio range in the prompt

Type of Request: Change Request

ID: MPOps00000447 **Title:** Active Lenders

State: Closed **Priority:** 2. Medium

Open: 4/29/2003 7:56:42PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Change last fiscal quarter ID to a date

Activity Log:

===== State: Assigned by:kcontee at 7/11/2003 11:20:52 AM =====

MK: Informed Nettie Harding that the change requires the re-architecting of several attributes and / or metrics. Requested information from Nettie to provide direction on which route to take.
06/30 - Ops Team: I understand that this is an in-house report, and it would be difficult to justify the risk to make the prompt change for only internal users.. The meeting minutes state that you requested that we keep this SIR open in case we decide to give lenders access to the report in the future.. Since the earliest we expect lenders to be on the system is January 2004, and since we dont know if they will have access to this report, is it okay if we close out the SIR with your notes, and re-open next year in the event that lenders need access to the report?

Netti to provide decision from Power User community.

NH: On 447 below, I believe that can be closed because we are addressing in 445.
KH: SIR will be closed .... changes were made along with 445 Comments regarding the ID were added to the prompt description.

===== State: Assigned by:kcontee at 7/7/2003 1:45:48 PM =====

MK: Informed Nettie Harding that the change requires the re-architecting of several attributes and / or metrics. Requested information from Nettie to provide direction on which route to take.

06/30 - Ops Team: I understand that this is an in-house report, and it would be difficult to justify the risk to make the prompt change for only internal users.. The meeting minutes state that you requested that we keep this SIR open in case we decide to give lenders access to the report in the future.. Since the earliest we expect lenders to be on the system is January 2004, and since we dont know if they will have access to this report, is it okay if we close out the SIR with your notes, and re-open next year in the event that lenders need access to the report?

Nettie to provide decision from Power User community.

===== State: Assigned by:mko at 6/9/2003 8:52:22 AM =====

MK: Informed Nettie Harding that the change requires the re-architecting of several attributes and / or metrics. Requested information from Nettie to provide direction on which route to take.

Type of Request: Change Request

ID: MPOps00000448 **Title:** Servicer Lender Portfolio Report

State: Assigned **Priority:** 2. Medium

Open: 4/29/2003 7:57:29PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
This report should be have a percentage column similar to the Lender Servicer Portfolio Report.

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:45:28 AM =====

MK: The report is functioning properly. (However, there might not be data associated with the prompts selected).

Nettie Harding: Servicer Lender Portfolio Report: I tried to verify that the % column was added similar to the Lender Servicer Report but when I requested by all of SLMAs (our largest) names it kept giving me the following message: No data returned for this view because the applied filter excludes all data. Is the report not functioning properly or do you have data saved in only a few of the reports. I wasn't sure since I was in the test environment. Let me know so I can test this.

Type of Request: Change Request

ID: MPOps00000449 **Title:** FMS-NSLDS Cross-Check

State: Assigned **Priority:** 2. Medium

Open: 4/30/2003 1:36:49PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative to come up with the annual number.

Type of Request: Change Request

ID: MPOps00000450 **Title:** Lender Scorecard - Origination Fee Variance

State: Assigned **Priority**: 1. High

Open: 4/30/2003 6:00:53PM **Target Date**:

Requestor: Nettie Harding, 202-377-3307 **Assigned to**: Keisha Contee, 202-962-0655

Description:
The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of $27,000.78 it is reporting $2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

Activity Log:

===== State: Assigned by:kcontee at 7/29/2003 9:54:27 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.

NC:Attached are a couple of interesting finds for you to review:
Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change.
Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case.

Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in he FP Datamart. There are no decimal places in these numbers. Should this be the case?

7/24 - KC: After research, I found that the report is working properly. But, I believe the data for 802560 / Dec 1999 quarter was improperly loaded.

Refer to spreadsheets FPDM 801895 and MSTR 801895. The first spreadsheet shows what is in the FPDM while the second shows what is in MSTR. From analyzing this data, it seems to me that the data in FPDM is rounded to the nearest dollar and the report reports this figure.

Now, refer to spreadsheets FPDM 802560 and MSTR 802560. After analyzing this data, it seems to be doing the same thing as the noted above. But, we know 2,700,078.00 is not the correct figure. The correct figure should be 27,000.78. But, the report is not formatted to have decimal places. If we made that change, all the data would change as did in my previous attempt at a fix.

I think the data was not rounded and loaded properly. I will have to do more research to decide if this assumption is true. If it is true, we will need to correct the bad data.

Can you check the other quarters for 80260 to see if they are reporting correctly? Please let me know if you see any other data that looks incorrect.

===== State: Assigned by:kcontee at 7/14/2003 3:52:15 PM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

KC: I believe I have fixed the SI #6 Origination fee Variance report in Test. Please verify.

Attached are a couple of interesting finds for you to review: Spreadsheet "Production Results" contain what is presently returned in Prod before I made the change. Spreadsheet "Test Results" contain data returned after the change was made. Test now yields many more rows when compared to Prod. Please verify that this should be the case.

Also, the "SI #6 Origination Fee Variance" is taken directly from Prod in he FP Datamart. There are no decimal places in these numbers. Should this be the case?

===== State: Assigned by:mko at 6/9/2003 8:34:18 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

Type of Request: Help Desk Request

ID: MPOps00000458 **Title:** Capitalized Interest Report - SI #12

State: Assigned **Priority:** 2. Medium

Open: 5/27/2003 8:20:25PM **Target Date**:

Requestor: Susan Haenel-Beck, 917-767-6435 **Assigned to**: Keisha Contee, 202-962-0655

Description:
Enchancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

Type of Request: Change Request

ID: MPOps00000462 **Title:** Remove Future Dates in Record Extract Date

State: Closed **Priority:** 2. Medium

Open: 6/3/2003 5:43:13PM **Target Date**:

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
I don't know how the prompts in production get changed inadvertantly but it appears that all the reports that use a Record Extract Date prompt now includes future dates. The future dates are: 7/20/2009, 11/20/2006, 3/20/2005 and 8/20/2003. Please remove these dates.

Activity Log:

===== State: Assigned by:kcontee at 7/11/2003 11:26:45 AM =====

Keisha Contee: Michael and I have verified that Record Extract Date is capped in Production and Test. Please verify using Lender Servicer Report. The SIR will be closed unless you have any further concerns.

NH: I have reviewed these reports and the extract dates are correct. You can close this SIR.

===== State: Assigned by:kcontee at 7/1/2003 4:21:39 PM =====

Keisha Contee: Michael and I have verified that Record Extract Date is capped in Production and Test. Please verify using Lender Servicer Report. The SIR will be closed unless you have any further concerns.

Type of Request: Help Desk Request

ID: MPOps00000472 **Title:** SERVICER - LENDER REPORT: LID Display

State: Assigned **Priority:** 2. Medium

Open: 6/25/2003 2:01:55PM **Target Date:**

Requestor: Ben McPherson, 214-880-3083 **Assigned to**: Keisha Contee, 202-962-0655

Description:
Ben McPherson - "I have an item for which we need to create a new SIR. In the "SERVICER - LENDER REPORT, we need to
display the LID of the servicer in addition to the name. Many of the LIDs are associated with the same name."

Activity Log:

===== State: Assigned by:kcontee at 7/11/2003 11:49:51 AM =====

KC: I have added the Servicer ID to the Servicer Lender Report per your request. Please verify in Test.

Type of Request: Help Desk Request

ID: MPOps00000473 **Title:** Form 2000 - Integration Testing with FPDM

State: Assigned **Priority:** 1. High

Open: 6/25/2003 3:00:58PM **Target Date:**

Requestor: Mark Mandrella, 202-962-0721 **Assigned to:** Keisha Contee, 202-962-0655

Description:
FUNCTIONAL DESCRIPTION: The objective of this FP DataMart Interface update is to ensure that all new fields in the amended Annual Form 2000 are passed from the FP DataMart interface into the custom FP DataMart tables. Currently, the FP DataMart tables do not contain the new fields that will be passed from the FP DataMart Interface. The update will enable the Amendment Version Number, as well as the Most Updated Record Flag to be accepted into the custom FP DataMart tables, SR_FFELGA_ANNUAL_REPORTS and F_FM2000_ANNL.

FPDM TESTING SCOPE: For the purposes of Integrated testing, the FPDM team will need to:
1.0 Mirror database changes in FP Test (HPVN-25)
2.0 Modify applicable Informatica mappings
3.0 Demonstrate reporting capabilities of new attributes
4.0 Regression test reports built off of (or based on) the SR_FFELGA_ANNUAL_REPORTS and F_FM2000_ANNL tables.

Activity Log:

===== State: Assigned by:kcontee at 7/21/2003 3:26:32 PM =====

KC:Will need to add attributes (columns) in MSTR to the F_FM2000_ANNL table. The columns are AMENDMENT_VERSION_NUMBER and MOST_UPDATED_RECORD_FL.

will use two columns to ensure the most recent data is being populated in the reports that use the F_FM2000_ANNL table. This will require some rework in MSTR on the following reports:

GA ANNUAL
GA ANNUAL COMPARATIVE
GA FEDERAL FUND
GA OPERATING FUND
GA RESTRICTED FUND
FMS-NSLDS CROSS-CHECK
GA FEE PAYMENTS

KC: Added attributes to MSTR by updating the MSTR schema.

Type of Request: Help Desk Request

ID: MPOps00000475 **Title:** Reset Michael Sutphin's ID

State: Closed **Priority:** 1. High

Open: 7/3/2003 12:52:00PM **Target Date:** 7/3/2003 4:00:00AM

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:
Please reset the FP Data Mart access password for:

USER: Mike Sutphin
USERID: mike.sutphin (should be michael.sutphin)
PHONE: 202-377-3624
EMAIL: mike.sutphin@ed.gov

Type of Request: Help Desk Request

ID: MPOps00000483 **Title:** Lender 799 Reports Produce Different Results

State: Assigned **Priority:** 2. Medium

Open: 7/9/2003 5:50:00PM **Target Date:**

Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Ben Chiu - The Lender 799 - Entire Report in the Lender 799 Reports (ext) folder produces different results than the same report in the Lender 799 Reports folder. When running the report from the ext folder, the lender name and LID for Part II and V differ from the selected LID. This does not occur when running the same report in the non-ext folder. To see the problem,
select LID 806931 and Qtr end - 2002 June 30 (I don't think the quarter matters.). All parts will list Lender as 806931 except Parts II and V. In Parts II and V the lender is listed as 800016. Another LID to use to see this problem is LID 827044. Parts II
and V will show the LID as 800016 .

Type of Request: Help Desk Request

ID: MPOps00000484 **Title:** GA Monthly Trigger Rate Report Metrics

State: Assigned **Priority:** 2. Medium

Open: 7/9/2003 7:43:53PM **Target Date:**

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
This report doesn't not seem to be calculating the correct metrics for columns Trigger Rate Monthly and FYTD.

Type of Request: Help Desk Request

ID: MPOps00000485 **Title:** Create FP ID For Andy Cho

State: Closed **Priority:** 1. High

Open: 7/10/2003 1:06:47PM **Target Date**: 7/10/2003 4:00:00AM

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:
Please establish an FP Data Mart access account for:

USER: Andrew Cho
USERID: andrew.cho
PHONE: 202-377-3493
EMAIL: andrew.cho@ed.gov
DESCRIPTION: Student Credit Management, UCP-053F4

Type of Request: Help Desk Request

ID: MPOps00000486 **Title:** reset Gregory Schweitzer's IDs

State: Closed **Priority:** 1. High

Open: 7/14/2003 4:30:58PM **Target Date:** 7/14/2003 4:00:00AM

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Please reset the GA FP Data Mart access password for:

USER: Gregory Schweitzer
USERID: schweitzer.res/schweitzer.pub
PHONE: 608-246-1665
GA: #755, Great Lakes Higher Education Coorporation
EMAIL: GSweitzer@glhec.org

Type of Request: Change Request

ID: MPOps00000488 Title: Form 2000 - Add Attributes

State: Closed Priority: 2. Medium

Open: 7/18/2003 4:32:58PM Target Date:

Requestor: Keisha Contee, 202-962-0655 Assigned to: Keisha Contee, 202-962-0655

Description:
Add two attributes (columns) in MSTR to the F_FM2000_ANNL table: AMENDMENT_VERSION_NUMBER and MOST_UPDATED_RECORD_FL

Use these two columns to ensure the most recent data is being populated in the reports that use the F_FM2000_ANNL table. This will require some rework in MSTR on the following reports:

GA ANNUAL
GA ANNUAL COMPARATIVE
GA FEDERAL FUND
GA OPERATING FUND
GA RESTRICTED FUND
FMS-NSLDS CROSS-CHECK
GA FEE PAYMENTS

Activity Log:

===== State: Assigned by:kcontee at 7/21/2003 3:27:01 PM =====

Attributes have been added to MSTR.

KC: closed as duplicate of 473.

===== State: Assigned by:kcontee at 7/18/2003 12:36:00 PM =====

Attributes have been added to MSTR.

Type of Request: Help Desk Request

ID: MPOps00000489 Title: Reset Tony Magro's ID

State: Closed Priority: 1. High

Open: 7/22/2003 12:16:50PM Target Date: 7/22/2003 4:00:00AM

Requestor: Willie Sutton, 202-377-3320 Assigned to: Mark Mandrella, 202-962-0721

Description:
Please reset the FP Data Mart access password for:

USER: Tony Magro
USERID: tony.magro
PHONE: 202-377-3326(?)
EMAIL: tony.magro@ed.gov

Type of Request: Help Desk Request

ID: MPOps00000490 **Title:** Copy a folder from Dev to Test

State: Closed **Priority:** 2. Medium

Open: 7/28/2003 2:04:35PM **Target Date**:

Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655

Description:
Michael, You had mentioned some time ago that the Development environment was not a complete data source and that the Test environment was. I developed many adhoc reports in the Development environment that I need to run against all the data in Data Mart. Therefore, I need to transfer these reports to the Test environment in "My

Reports" folder. I tried to drag and drop those reports in My Reports in test but the system would not allow me to do it.

The folder that I want transferred is called "Adhoc Reports" and is located in the "Release 2 Working Folder For Power Users" folder under my name "Nettie". I would like that folder transferred in "My Personal Objects" under "My Reports" in the Test environment because I need to run these reports ASAP for a data request I received on Friday. Please let me know when this can be done so that I can let the requestor know when I will be able to provide the data.

Type of Request: Help Desk Request

ID: MPOps00000491 **Title:** Reset Judith Chalrton's ID

State: Closed **Priority:** 1. High

Open: 7/31/2003 1:18:30PM **Target Date:** 7/31/2003 4:00:00AM

Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721

Description:
Please reset the FP Data Mart access password for:

USER: Judith Charlton
USERID: judith.charlton
PHONE: 415-556-4112
EMAIL: judith.charlton@ed.gov

Please notify the user and advise me when the password has been reset.

Credit Management (CM) Data Mart Operations Status

Work Accomplished During This Period

- Completed load and reconciliation of Demographic data for June in Production environment.
- Completed reconciliation/aggregations for June data in the Production Environment.
- Begin loading July data as it was received from FMS in the Production Environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.
- Upgraded Development/Test environment to MicroStrategy version 7.2.3.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Complete Load/Reconcile data for July for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for July in Production environment.
- Run full aggregation in Production for July data (aggregations with Demographic data).
- Begin loading August data as it is received from FMS in the Production Environment.
- Upgrade Production environment to MicroStrategy version 7.2.3.

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	1	0	0	**1**
New	0	0	0	0	**0**
Closed	0	1	0	0	**1**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

Data Request (Multiple)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	1	0	**1**
New	0	0	0	0	**0**
Closed	0	0	0	0	**0**
End of Month Balance	**0**	**0**	**1**	**0**	**1**

Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	**0**
New	0	0	1	0	**1**
Closed	0	0	1	0	**1**
End of Month Balance	**0**	**0**	**0**	**0**	**0**

System Change Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	2	0	**2**
New	0	0	0	0	**0**
Closed	0	0	0	0	**0**
End of Month Balance	**0**	**0**	**2**	**0**	**2**

Note: SIRs in POSTPONED status are not reflected in these numbers

Help Desk Request Summary (CM)

Total Requests: 12

ID	STATE	TYPE OF REQ	TITLE	PRIORITY	OPEN	CLOSED
98	Postponed	Help Desk	Create Report procedure/job aid for PAR	1. ASAP	5/23/2002	
103	Postponed	System Change Request	Exporting to Excel	4. Within 90 Days	5/23/2002	
105	Postponed	System Change Request	Ad Hoc Custom Error Message	4. Within 90 Days	5/23/2002	
132	Postponed	Data Request (Multiple)	Create Operations FMS 600 Report	3. Within 15 Business Day	6/18/2002	
133	Postponed	Help Desk	Modify CFO Accounting FMS 600 Report	3. Within 15 Business Day	6/18/2002	
275	Postponed	Data Request (1 Time)	Loans in deferment or bankrupcy	3. Within 15 Business Day	8/9/2002	
116	Rejected	Help Desk	Need to add Accounts to D_FMS_ACCT Table	1. ASAP	6/6/2002	
418	Assigned	Data Request (Multiple)	Mega record Year 9 (2002-2003) Ongoing	3. Within 15 Business Day	4/8/2003	
459	Assigned	System Change Request	end-of-file on coomunication channel error	3. Within 15 Business Day	5/28/2003	
471	Assigned	System Change Request	Modify Portfolio Analysis Metrics/Filters	3. Within 15 Business Day	6/23/2003	
474	Closed	Data Request (1 Time)	Borrower's in repayment	2. Within 5 Business Day	6/27/2003	7/14/2003
482	Closed	Help Desk	new report - unique borrower count	3. Within 15 Business Day	7/8/2003	7/29/2003

Credit Management Data Mart Requests

Type of Request: Help Desk

ID MPOps00000098 **Title:** Create Report procedure/job aid for PAR

State: Postponed **Priority:** 1. ASAP

Date Opened: 5/23/2002 4:00:00AM **Target Date:** 6/30/2002 4:00:00AM

Requestor Jayasri Kuppusamy, 202-9 **Assigned:** Eric Merkel, 202-962-0881

Description:

SIR #414
Create Report procedure document/job aid for Portfolio Analysis Report

Type of Request: System Change Request

ID MPOps00000103 **Title:** Exporting to Excel

State: Postponed **Priority:** 4. Within 90 Day

Date Opened: 5/23/2002 4:00:00AM **Target Date:** 9/23/2002 4:00:00AM

Requestor David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #203
On all reports when you export to excel numbers that begin with zeros lose the zeros. For example the SSN 003287489 will appear as 3287489 once the report is exported to Excel. After exporting if you change the excel formatting to "Special/SSN" the 0's will appear, however for something like CRC code that starts with 0's you would have to change the formatting to text and then hand enter in the missing 0's

Activity Log:

===== State: Assigned by:abradley at 6/11/02 6:54:18 PM =====

Al-
At 6/4/02 Power Users meeting it was agreed that this issue is on hold pending upgrade to MSTR 7i. 7i has

Windows like formatting available on the Web.

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality. The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.

===== State: Opened by:dmarker at 5/23/02 2:26:15 PM =====

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality. The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.

Type of Request: System Change Request

ID MPOps00000105 **Title:** Ad Hoc Custom Error Message

State: Postponed **Priority:** 4. Within 90 Day

Date Opened: 5/23/2002 4:00:00AM **Target Date:** 7/31/2002 4:00:00AM

Requestor David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #351
If the user selects a combination of attributes that are not in the same table an error message appears. This error message needs to be customized to be more user friendly

Activity Log:

===== State: Assigned by:dmarker at 5/24/02 9:57:42 AM =====

This SIR was mistakenly put as Ready for Test. It has not been worked on yet and is a low priority SIR so it will not be worked on for some time

Task Order 139 – Data Mart Operations

Type of Request: Data Request (Multiple)

ID MPOps00000132 **Title:** Create Operations FMS 600 Report

State: Postponed **Priority:** 3. Within 15 Bus

Date Opened: 6/18/2002 4:00:00AM **Target Date:** 7/2/2002 4:00:00AM

Requestor Eric Merkel, 202-962-0881 **Assigned**: Eric Merkel, 202-962-0881

Description:

Copy the FMS600 reports (monthly/weekly) located under CFO Accounting folder to Operations folder and modify to allow easier use during reconciliation (ie remove transaction detail, and add IF020 summary)

Type of Request: Help Desk

ID MPOps00000133 **Title:** Modify CFO Accounting FMS 600 Report

State: Postponed **Priority:** 3. Within 15 Bus

Date Opened: 6/18/2002 4:00:00AM **Target Date:** 7/2/2002 4:00:00AM

Requestor Eric Merkel, 202-962-0881 **Assigned:** Eric Merkel, 202-962-0881

Description:

Modify the FMS 600 reports available to power users (monthly and weekly located under CFO Accounting folder) by adding IF020 transactions

Type of Request: Data Request (1 Time)

ID MPOps00000275 **Title:** Loans in deferment or bankrupcy

State: Postponed **Priority:** 3. Within 15 Bus

Date Opened: 8/9/2002 4:00:00AM **Target Date:**

Requestor Allen Prodgers, 202-377-32 **Assigned:**

Description:

The request comes from default management. For the months of 10/96 through 9/01 they want the number of loans entering (effective date):
unemployment deferment
economic hardship
and bankrupcy

They also want it broken down by type and control.

Waiting to hear from the requester. Expect a two week delay.

I've attached a sample of the format which you can use as a guide.

Type of Request: Help Desk

ID MPOps00000116 **Title:** Need to add Accounts to D_FMS_ACCT T

State: Rejected **Priority:** 1. ASAP

Date Opened: 6/6/2002 4:00:00AM **Target Date:** 6/7/2002 4:00:00AM

Requestor David Marker, 202-962-06 Assigned: Al Bradley, 202-962-0661

Description:

Need to add Acct_Description column to the D_TXN_MAP table, populate the column with the values from the D_FMS_ACCT table description column, then delete the D_FMS_ACCT table, and finally remove any references to the D_FMS_ACCT table from the Microstrategy reports.

Be sure to do in all environments: dev, test (CMDM and CONV), and prod.

ALSO the following three descriptions were missing in the D_FMS_ACCT table.
101052 Cash Disbursements - ALC005
101072 Cash Disbursements - ALC007

101073 Cash Collections - ALC007
Activity Log:

===== State: Ready_for_Test by:dpan at 6/6/02 3:13:14 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

Table definition and data have been migrated to test, ready for test.

===== State: Assigned by:emerkel at 6/6/02 2:50:44 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

Type of Request: Data Request (Multiple)

ID MPOps00000418 **Title:** Mega record Year 9 (2002-2003) Ongoing

State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 4/8/2003 4:00:00AM **Target Date:**

Requestor Allen Prodgers, 202-377-32 **Assigned:** Dorothy Pan, 202-962-0725

Description:

Produce an extract of the financial records that are needed to support Mega records. This will be for Year 9 loans. These loans are identified with an "03" in the year portion of the loan id. The period for the extract is from April, 2003 through March, 2004.

Starting with April, 2004 Servicing will want a monthly extract of the current month.

Type of Request: System Change Request

ID MPOps00000459 **Title:** end-of-file on coomunication channel error

State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 5/28/2003 4:00:00AM **Target Date**: 6/27/2003 4:00:00AM

Requestor Andy Cho, 202-377-3493 **Assigned:** Al Bradley, 202-962-0661

Description:

end-of-file on communication channel' error message appears when executing long running ad-hoc reports in MicroStrategy
This is due to a defect in the 7.2.1 MicroStrategy ODBC Driver for Oracle Wire Protocol, Version 4.00.00.26.

MSTR recommends moving to latest release 7.2.3

Activity Log:

===== State: Opened by:abradley at 5/28/2003 12:10:35 PM =====

Problem cause is MSTR Driver.
This issue has been fixed in MSTR release 7.2.3.
Investigating effort to move to release 7.2.3.

Type of Request: System Change Request

ID MPOps00000471 **Title:** Modify Portfolio Analysis Metrics/Filters

State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 6/23/2003 4:00:00AM **Target Date:** 7/8/2003 4:00:00AM

Requestor Al Bradley, 202-962-0661 **Assigned:** Al Bradley, 202-962-0661

Description:

Several Issues:
1) New Disbursements should equal total disbursements from the Loan Booking and Gross Disbursement reports.
2)Ending Balance should equal total balance of account 135001- based on April 03 report, the elements that make up ending balance do not include all of the 135001 transactions. Al to identify codes that are missing and forward to Amanda Byrd and Pete Cove to assist in assigning to CMDM filters/metrics.

Type of Request: Data Request (1 Time)

ID MPOps00000474 Title: Borrower's in repayment

State: Closed **Priority:** 2. Within 5 Busi

Date Opened: 6/27/2003 4:00:00AM **Target Date:** 7/3/2003 4:00:00AM

Requestor Allen Prodgers, 202-377-32 **Assigned:** Jay Main, 301-212-8061

Description:

Need a random sample of 5,000 Direct Loan Borrower's in a status 30 who meet the following criteria:

1. In status 30.
2. In repayment for greater than 13 months.
3. Do not make payment by EDA.

What we want for the output is full name of the borrower and the home phone number and business phone number.

Type of Request: Data Request (1 Time)

ID MPOps00000482 **Title**: new report - unique borrower count

State: Closed **Priority:** 3. Within 15 Bus

Date Opened: **7**/8/2003 4:00:00AM **Target Date:** 7/25/2003 4:00:00AM

Requestor Andy Cho, 202-377-3493 **Assigned:** Al Bradley, 202-962-0661

Description:

a new requested report that shows the total unique borrower count in the direct loan portfolio

Activity Log:

===== State: Closed by:abradley at 7/29/2003 9:34:33 AM =====

Report validated in A. Cho's personal objects folder. Copied into Public Objects folder 7/29.